

224523

2010-224E

FOR YOUR INFORMATION

To: **PSC (ORS)**
Fax number: 896 5199

From: **G. Chatman**
Fax number:
Home phone:
Business phone:

Date & Time: 6/25/2010 1:04:35 AM
Pages sent: 4
Re: DUKE ENERGY COMPLAINT

There is ONGOING issues & concern regarding DUKE ENERGY policies, procedures and practices with respect to customers - specifically with me.

This is further expressed with respect to a complaint that was necessary in the recent past: FILE #: 10-E-1188

I attest & swear that I have done ALL things just & correctly, but was unable to get DUKE to "live-up to" and honor the agreement we made several weeks ago. Communication with them was totally in vain and left me with extreme anger; for some reason DUKE has buoyant ignorance & does not have the desire to correct their mistakes, lies and deceit.

Facsimile Sent Via My PC DeskTop

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Complaint Form

Print

Date: _____

Complainant or Legal Representative Information:

* Required Fields

Name * Gail Chatman

Firm (if applicable) _____

Mailing Address * 1207 Feaster Street

City, State Zip * Whitmire, SC 29178-1350 Phone * (803) 589-9120

E-mail * ChatmanCobbs@aol.com

Name of Utility Involved in Complaint: *

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input checked="" type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) _____ | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of
ORS Contact: ongoing & continuous issues

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

On June 11, 2010, DUKE ENERGY affirmatively agreed to go into a monthly budget plan with me. At this time that the agreement was made I FULLY MEET THE ELIGIBILITY REQUIREMENTS NECESSARY & SET FORTH BY DUKE ENERGY.

DUKE ENERGY has maliciously & intentionally reneged and failed to keep their word & promise. There is no excuse for such blatant mis-regard & misrepresentation. DUKE ENERGY lied in an effort to CONTINUE to circumvent dealing with customers in an honest & fair manner. As a result of the monopoly DUKE ENERGY has a service provider in this area, and the fact that there are no consequences to their ongoing MISCONDUCT; however the threat of misconduct by customers always has the consequence of NECESSARY service disconnection. Issues with DUKE ENERGY have been an ongoing & continuous problem even though I have "lived up to my obligations", promises & intentions.

Simply put: "DUKE ENERGY IS OUT OF CONTROL !"

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

AS I HAVE DONE & SHOWN ON AN ONGOING BASIS and lived-up to any and ALL agreements made with DUKE, the relief I seek is for DUKE ENERGY to IMMEDIATELY put me on the budget payment plan as was agreed to beginning this month & this billing period before the bill due day of July 12, 2010.

STATE OF SOUTH CAROLINA)
)
COUNTY OF South Carolina)

VERIFICATION

I, Gail Chatman verify that I have read my complaint filed on 06/24/2010
Complainant's Name * Date *

and know the contents thereof, and that said contents are true. gail chatman

Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	